

DCFS Weekly Update From the State Office

Monday, July 16, 2001

Home-Based Client Satisfaction Survey Report

By Navina Forsythe

Every two years DCFS must do a satisfaction survey and report the results in the Department of Human Services Outcomes Report that is given to the legislature. Two years ago we conducted a survey of foster parents. Last summer we conducted a survey of home-based families receiving PSS, PSC, PFP, and CAR services. Our response rate was very low (only 17%), which is fairly typical of surveys of clients in child welfare systems where there is no remuneration. Consequently, the generalizability of the results is questionable. Regardless of that, there is useful information in the report about where the agency and caseworkers are successful, and where we may need to improve. We are planning on conducting another survey of this population after completion of Practice Model training to assess the impact of the training on service delivery, and thus satisfaction of our clientele. The report is attached to this Weekly Update for you to review. Additionally, I wish to share some of the positive comments that were returned with the survey. Too often the job of a DCFS worker is thankless. I want you to know that there are families out there who are very appreciative of the work you do.

- **Lavira Parris:** We miss her a lot and thank her very much. God bless you, Lavira Parris.
- **Wade Pierce** did a great job and we really appreciate his help. He was awesome.
- I enjoyed working with **Shelice Merrill**. She is to be commended for working hard to help return my children; many thanks.
- **Staci Loosmoore** deserves a raise. I've been involved with social services since I was 13 and have never met or worked with a better caseworker. She was wonderful to our family; especially the kids will miss seeing her every month.
- Our caseworker was a great help to us during our need, she helped us to overcome and move on with life.
- **Ella Duke** is a very compassionate and caring caseworker. She is very good with my son and she helps myself by talking with me and making suggestions to help with positive or negative aspects of my case.
- The services I received were very helpful in assisting me to overcome special circumstances and situations I was faced with at this particular time.
- They help me see my faults and get the help I needed for them. Thank you.
- **Barbara Bellow** was excellent.
- **Bill Ward** was very understanding caring person. He was there when I needed to talk about my problems with my son.

For general comments, suggestions, or questions about the weekly updates, e-mail Carol Miller or call 801-538-4451.

For questions about policy or rules, e-mail Steve Bradford or call 801-538-8210.

For questions about SAFE, call the SAFE Help Desk at 801-538-4141.